



State of Louisiana
Department of Health and Hospitals
Office of Aging and Adult Services

2010 Consumer Survey

Elderly and Disabled Adults Waiver

1/24/2011

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Executive Summary

- The purpose of this report is to present the findings from an in-home survey of participants in the Elderly and Disabled Adult Waiver (EDA) Program. This waiver provides services to support elderly and disabled adults in the community.
- All EDA recipients were considered for the initial sample population. However, those with high levels of cognitive impairment were excluded from the population from which the random sample was drawn.
- The survey was conducted in the summer of 2010 by an independent party on behalf of the Department of Health and Hospitals, Office of Aging and Adult Services.

Key Findings from the Survey

Access

- Eighty-nine percent (89.2%) received information from their support coordinator about the personal care agencies in their area.

Service Planning

- Ninety percent (90.3%) reported that they helped to plan their personal care services.
- Twenty-eight percent (28.3%) reported that they would be interested in a consumer directed option.

Unmet Needs

- Twelve percent (12.2%) of those interviewed reported that they were unable to complete a personal care task in the last 60 days because no one was there to help them. The tasks most often not performed were bathing and dressing.
- Almost ten percent (9.4%) of those interviewed reported that they were unable to complete a household task in the last 60 days because no one was there to help them. The task most often not performed was meal preparation.

Special Equipment

- Almost half (49.6%) of those interviewed reported that that someone has discussed with them special equipment and/or home modifications that might make their life easier.

Workers

- Over ninety-five percent report of those interviewed reported that workers treat them respectfully (95.1%) and listen carefully (98.6%) to what is asked of them.

Informal Supports

- Eighty-two percent (82.2%) of those interviewed reported that they have family, friends or neighbors that help them.

Health

- Ninety-six percent (96.3%) of those interviewed reported that they have visited a doctor for a routine check-up within the past year.
- Only twenty-five percent (25.3%) of those interviewed reported that they have visited a dentist within the past year.

Employment

- Of those under age 65, almost twenty percent (19.8%) are not currently employed and would like assistance finding a job.

Purpose

The purpose of the 2010 Consumer Survey was to find out about the experiences of consumers receiving services through the Elderly and Disabled Adults (EDA) Waiver. EDA provides certain services in the home or community to elderly or persons with adult onset disabilities who qualify. Services include support coordination, transitional services (for those transitioning from an institutional setting into the community), personal assistance service (help with personal and household tasks such as bathing and meal preparation), environmental accessibility adaptations (home modifications), personal emergency response system (life alert pendant), and adult day health care services.

The survey asks questions across multiple areas, including:

- Access to services
- Service planning and delivery
- Safety
- Health
- Qualified Providers
- Community and Social Connections
- Employment/Day Supports
- Housing
- Rights, Responsibilities and Risk

Methodology

The surveys were conducted by an independent contractor in the participant's home. All of the potential participants were mailed an announcement describing the purpose of the survey and inviting them to participate. Interviewers then called the EDA recipients to ask for permission to come into their home for the purpose of conducting the interview. The results of the survey were then entered into a data system by the interviewers for analysis by the Office of Aging and Adult Services (OAAS).

The EDA recipient enrollment in the Spring\Summer of 2010 was 4,438 individuals. Because of the length of the survey and the amount of recall expected from the clients, OAAS was

concerned about the recipients' ability to participate. For this reason, the recipients' most recent assessment (MDS-HC) was used to limit the sample. To be included in the potential survey population, memory, decision making, delirium, hearing, expression, and comprehension were all considered in excluding recipients with high levels of cognitive impairment. Those participants without a telephone number on file were also excluded from the survey for scheduling and logistic reasons.

The final response rate was 40% with 352 completed interviews obtained which provided the necessary statistical power to achieve a 95% confidence level with a 5% confidence interval.

Survey Instrument

The Participant Experience Survey (PES), developed by The MEDSTAT Group, Inc. for Centers for Medicare and Medicaid Services (CMS), was the core of the survey. In August 2003, CMS released the PES as a way to solicit feedback from HCBS waiver participants about the services that they receive. Louisiana contracted with the Muskie School to develop a set of questions relevant for the Louisiana EDA population. Additional questions were added to the PES survey in order to capture information about all of the following areas: access to services, service planning and delivery, qualified providers, safety, health, community and social connection, housing, employment\day supports, rights, responsibilities and risk.

Benchmarks

In order to compare the results found in the EDA survey to population norms we used Louisiana's 2008 Behavioral Risk Factor Surveillance System (BRFSS) Report. The BRFSS is a state-based system of health surveys that collect information on health risk behaviors, preventive health practices and health care access primarily related to chronic disease and injury¹. The population is a random sample selected from any non-institutionalized adult (age 18 or over) with a household land line telephone.

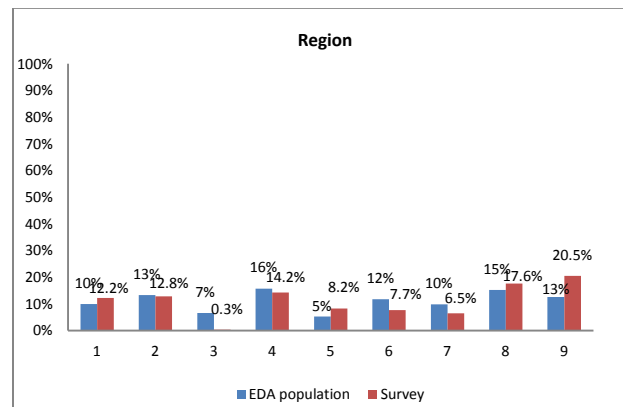
Though the BRFSS results are two years apart from the EDA results, it serves as a benchmark for the general population on a couple of survey questions. Comparison results are reported on body mass index as well as health screenings for men and women.

Characteristics of the sample

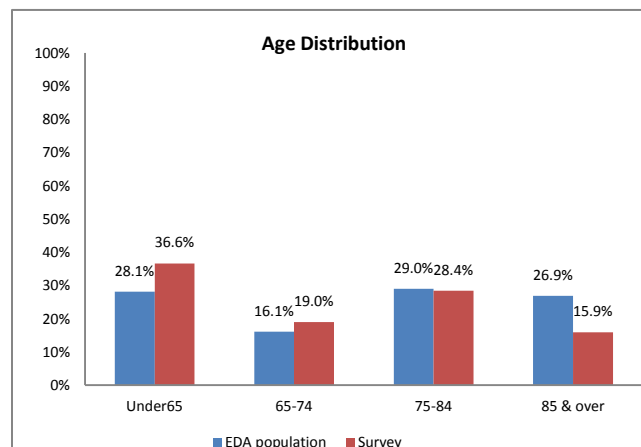
- Gender: Seven-in-ten (73.3%) among the survey participants were female compared to 72 % of the total EDA population.
- Age: Mean age for the survey participants was 68.7 compared to the EDA population mean age of 73.3 years old.

¹ <http://www.dhh.louisiana.gov/offices/publications/pubs-245/BRFSS2008FINAL.pdf>

- Regions: Compared to the EDA population, the regional distribution of the sample was almost consistent with that of EDA population except for Region 3 and Region 9.



- Age group: Age distribution of the sample was slightly younger than that of the entire EDA population. Almost thirty-seven percent (36.6%) were under 65 years old while 63.4% were over 65. A larger portion of individuals under 65 and a smaller portion from the over 85 age group participated in the survey. This is most likely due to the pre-screening on cognition levels and the associated higher levels of cognitive impairment among the oldest age group.



Survey Results

Interviewer comments and observations

- Among the background information of participants, the original address was correct at 89.2%, and the original telephone number was correct at 94%. The support Coordination Agency had the correct address or telephone number at 63% if either the original address or telephone number was incorrect.

- The average time to complete the direct interview was thirty minutes. Eighty-two percent (82.2%) among the participants completed the direct interview within thirty-five minutes.
- The interviewers reported that 89.5% of the participants appeared to understand most questions and 89.8% of the participants seemed to answer the questions in a consistent manner.
- The interviewers reported that 58% of the participants answered all the questions by themselves. When assistance was needed, the participant's child, home health care worker, parent, sibling or spouse helped with answering the survey questions.
- A service provider was present at 54.3% of the interviews.

Access: Individuals have information about how to access the service system and what services are available

Survey Question 1: (n=351)

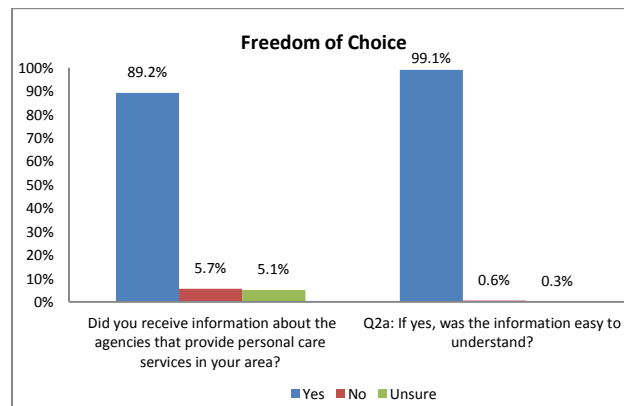
Did your support coordinator give you information about the agencies that provide services in your area?

Answer	Percentage
Yes	89.2%
No	5.7%
Unsure	5.1%

Survey Question 2: (n=313)

If yes, was the information easy to understand?

Answer	Percentage
Yes	99.1%
Unsure	0.6%
No	0.3%



Survey Question 27: (n=350)

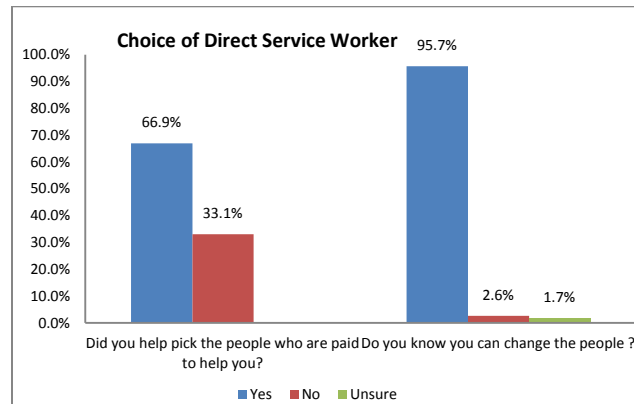
Do you help pick the people who are paid to help you?

Answer	Percentage
Yes	66.9%
No	33.1%

Survey Question 28: (n=116)

Do you know you can change the people who are paid to help you if you want to?

Answer	Percentage
Yes	95.7%
No	2.6%
Unsure	1.7%



Service Planning and Delivery: Individuals have a choice of services, which are responsive to the individual's changing needs. The individuals are supported to learn to be independent and to participate in planning their services. Individuals' needs are met.

Participation in Planning Services

Survey Question 3: (n=351)

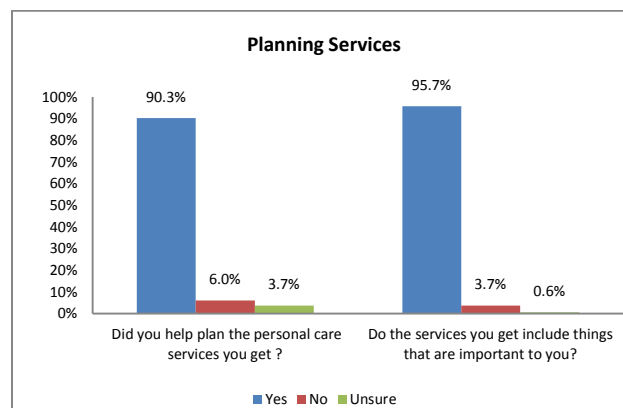
Did you help plan the services you get and when you get them?

Answer	Percentage
Yes	90.3%
No	6.0%
Unsure	3.7%

Survey Question 4: (n=351)

Given your current situation and health status, do the services you get include things that are important to you?

Answer	Percentage
Yes	95.7%
No	3.7%
Unsure	0.6%



Consumer Direction

Survey Question 53a: (n=350)

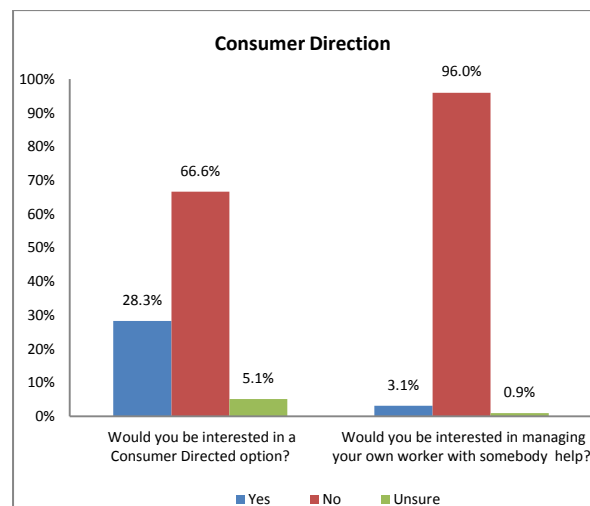
There are programs that allow people to choose their own worker, who could be a friend or family member. You would train that person, set the hours he or she works, and manage that worker, rather than have an agency send someone to your home. Would you be interested in this option?

Answer	Percentage
Yes	28.3%
No	66.6%
Unsure	5.1%

Survey Question 53b: (n=228)

If not, would you be interested in managing your own worker if someone helped you with it?

Answer	Percentage
Yes	3.1%
No	96.0%
Unsure	0.9%



Individual's needs are met: Personal Tasks (ADL) & Household Tasks (IADL)

Survey Question 5: (n=352)

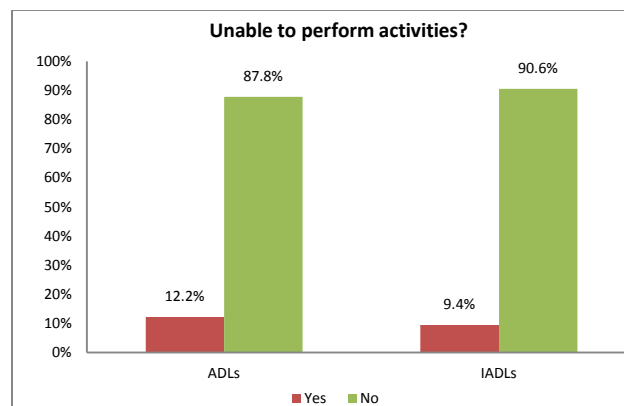
In the last 60 days, have you ever been unable to complete a personal care task such as bathing or dressing, because there was no one there to help?

Answer	Percentage
Yes	12.2%
No	87.8%

Survey Question 9: (n=352)

In the last 60 days, have you ever been unable to complete a household task, such as laundry or preparing food, because you didn't have someone to help?

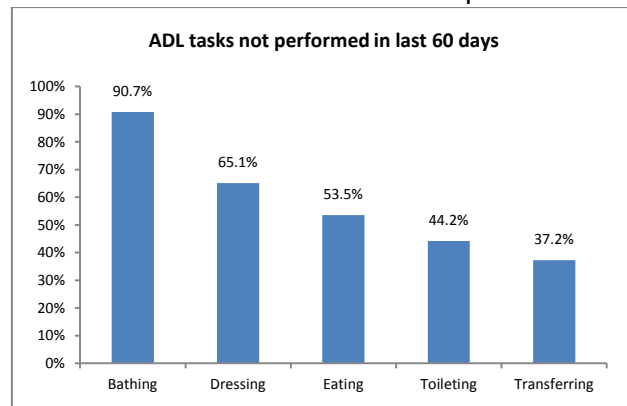
Answer	Percentage
Yes	9.4%
No	90.6%



Survey Question 6: (ADLs n= 43)

What personal care tasks were you unable to do because there was no one to help?

ADL(n=43)	Count	Percentage
Bathing	39	90.7%
Dressing	28	65.1%
Eating	16	53.5%
Toileting	23	44.2%
Transferring	19	37.2%



Survey Question 7: (n=43)

Why was there no one there to help you?

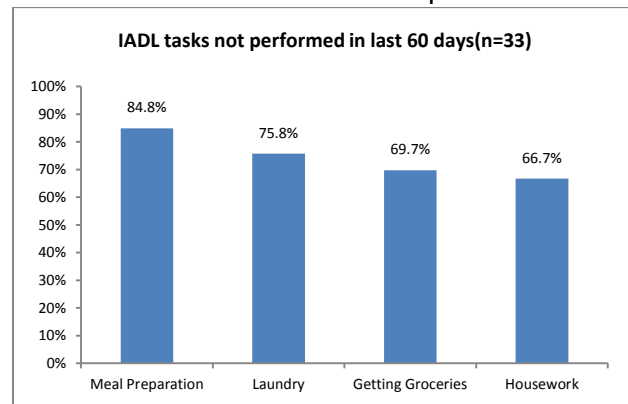
Answer	Percentage
No family or friends available	18.6%
Worker called in sick	14.0%
Worker did not show up and no replacement was sent	20.9%
Worker was late	7.0%
Other	67.4%

Of the 43 respondents, sixty-seven (67%) percent answered 'Other'. The most frequent responses reported in the 'Other' category were "not enough worker hours", "no worker currently", and "needs help all the time".

Survey Question 10: (IADLS n=33)

What household tasks were you unable to do because there was no one to help?

IADLS(n=33)	Count	Percentage
Meal Preparation	28	84.8%
Laundry	25	75.8%
Getting Groceries	23	69.7%
Housework	22	66.7%



Survey Question 11 (n=33)

Why was there no one to help you?

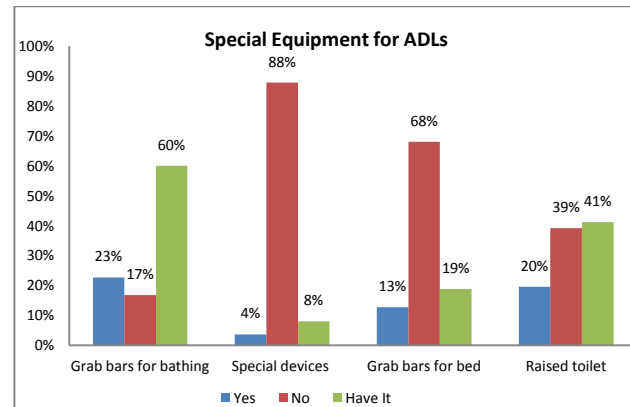
Answer	Percentage
No family or friends available	21.2%
Worker didn't show up and no replacement was sent	18.2%
Worker called in sick	12.1%
Worker was late	6.1%
Other	66.7%

Of the 33 respondents, about sixty-seven percent (67%) answered 'Other'. The most frequent responses mentioned in the 'Other' category were "limited PCA hours", "no worker scheduled for Sundays", "cannot be left alone", and "needs help when worker is not present".

Survey Question 8: (n=352)

Would any of the following special equipment make it easier for you to complete personal care tasks?

ADL Special Equipment	Yes	No	Have It
Grab bars for bathing	23%	17%	60%
Special devices	4%	88%	8%
Grab bars for bed	13%	68%	19%
Raised toilet	20%	39%	41%



Survey Question 12 (n=24)

Is there any special equipment or other things that would make it easier to complete household tasks when there is no one there to help? This was an opened question and only 24 responded; the most frequent responses mentioned were "Wheelchair", "lift chair", "Walker", "rolling tray", and "grab bar".

Individual's needs are met: Medication

Survey Question 14: (n=350)

Is there any special help that you need to take medicine, such as someone to pour it or set up your pills?

Answer	Percentage
Yes	63.4%
No	36.6%

Survey Question 15: (n=218)

Do you ever go without taking your medicine when you need it?

Answer	Percentage
Yes	7.3%
No	91.7%
Unsure	0.9%

Survey Question 16: (n=16)

Is this because there is no one there to help you?

Answer	Percentage
Yes	56.2%
NO	43.8%

Individual's needs are met: Special equipment

Survey Question 21: (n=343)

Has your support coordinator ever talked to you about any special equipment, or changes to your home that might make your life easier?

Answer	Percentage
Yes	49.6%
No	47.2%
Unsure	3.2%

Survey Question 22(n=163)

What equipment or changes did you talk about? This was an open ended question; the responses included things like bathroom equipment and modifications, hospital bed, wheelchair, walker, ramps, lift chair and grab bars.

Survey Question 23a: (n=161)

Did you get the equipment or make the changes you needed?

Answer	Percentage
Yes	54.0%
No	44.7%
Unsure	1.2%

Survey Question 23b: (n=53)

If yes, did someone explain to you how to use the equipment or make the changes?

Answer	Percentage
Yes	94.3%
No	5.7%

Services are responsive to the individual's changing needs

Survey Question 24: (n=350)

In the past 6 months has the type of help you need changed?

Answer	Percentage
Yes	23.1%
No	76.9%

Survey Question 25: (n=81)

If your needs changed, did the number of hours of service or the type of service change?

Answer	Percentage
No	58.0%
Yes	42.0%

Survey Question 26: (n=34)

Were you satisfied with the change in services?

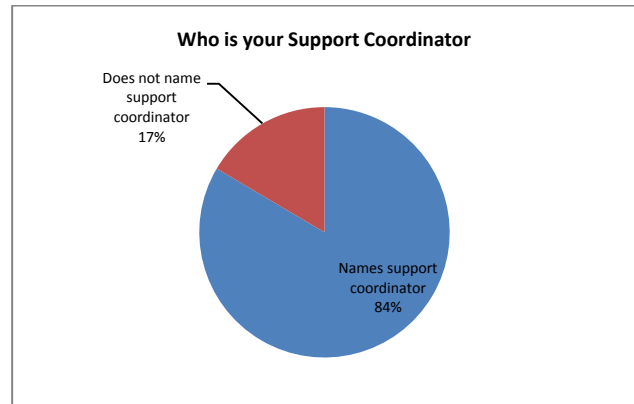
Answer	Percentage
Yes	20.6%
No	79.4%

Qualified Providers: the workforce is consistent, stable and competent

Survey Question 34: (n=346)

Who is your support coordinator?

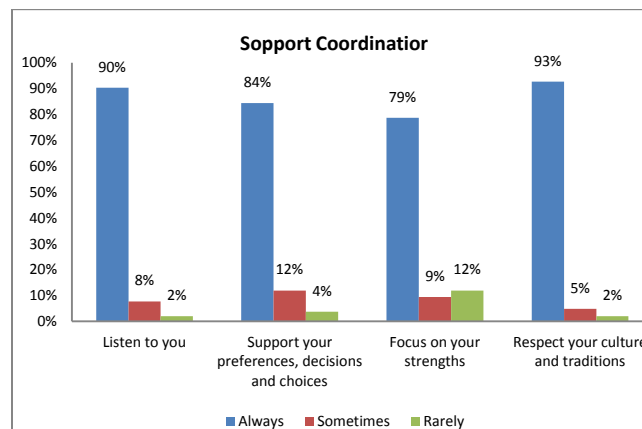
Answer	Percentage
Names support coordinator	83.5%
Does not name support coordinator	16.5%



Survey Question 34a: (n=352)

Thinking about the meetings with your Support Coordinator, and the people who support you, dose your Support Coordinator:

Support Coordinator's attitude	Always	Sometimes	Rarely
Listen to you	90%	8%	2%
Support your preferences, decisions and choices	84%	12%	4%
Focus on your strengths	79%	9%	12%
Respect your culture and traditions	93%	5%	2%



Survey Question 35: (n=350)

Can you talk your Support Coordinator when you need to?

Answer	Percentage
Yes	73.1%
No	0.9%
Sometimes	2.3%
Unsure	0.9%
Not applicable - have not tried	22.9%

Survey Question 35a: (n=261)

When you call your Support Coordinator, they respond within-

Answer	Percentage
Less than a day	86.2%
Less than a week	11.1%
Less than a month	0.8%
Unsure	1.9%

Survey Question 36: (n=295)

Does your support coordinator help you when you ask for something?

Answer	Percentage
Yes	85.4%
No	2.0%
Sometimes	10.2%
Unsure	2.4%

Survey Question 36a: (n=310)

Does your Support Coordinator respond to your health or safety needs?

Answer	Percentage
Yes	92.9%
No	0.9%
Sometimes	3.9%
Unsure	2.3%

Survey Question 37: (n=347)

Does your support coordinator treat you with respect?

Answer	Percentage
Yes	97.7%
Sometimes	1.7%
Unsure	0.6%

Survey Question 37a: (n=346)

How satisfied are you with your Support coordinator?

Answer	Percentage
Very satisfied	57.2%
Satisfied	38.2%
Dissatisfied	2.3%
Unsure	2.3%

Survey Question 17: (n=350)

Think about the people who are paid to help you with the everyday activities we have been discussing. Do they spend all the time with you that they are supposed to?

Answer	Percentage
Yes	96.0%
No	3.7%
Unsure	0.3%

Survey Question 18a: (n=348)

In the past 3 months, have you felt unsafe because you did not have a worker present?

Answer	Percentage
Yes	12.9%
No	73.6%
Sometimes	13.5%

Survey Question 18b: (n=24)

Please tell me more about this?

This was an open ended question and had only 24 responses. Some complained about no worker on weekends, while others felt nervous or scared. A lot of participants that responded were afraid to be alone and worried about falling.

Survey Question 38: (n=350)

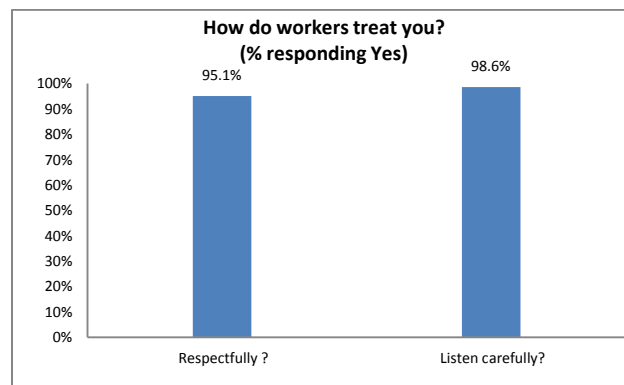
Do the people paid to help you treat you respectfully in your home?

Answer	Percentage
Yes	95.1%
No	0.6%
Sometimes	4.3%

Survey Question 39: (n=350)

Do the people paid to help you listen carefully to what you ask them to do in your home?

Answer	Percentage
Yes	98.6%
No	1.4%



Survey Question 29: (n=350)

Thinking again about the people who are paid to help you, do you tell them what to help you with?

Answer	Percentage
Yes	88.3%
No	4.3%
Sometimes	7.4%

Survey Question 30: (n=13)

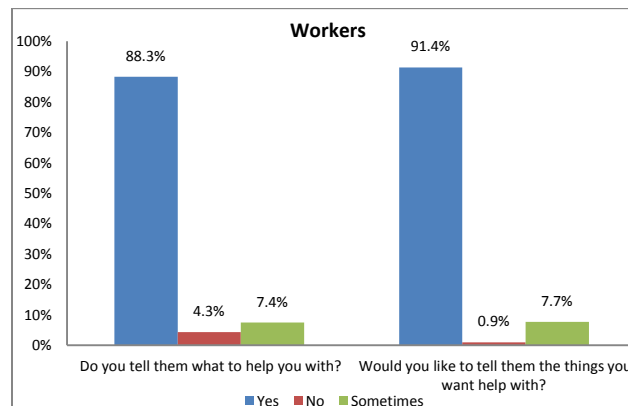
If not, would you like to tell them the things you want help with?

Answer	Percentage
Yes	7.7%
No	76.9%
Sometimes	15.4%

Survey Question 31: (n=350)

Do they do things the way you want them to be done?

Answer	Percentage
Yes	91.4%
No	0.9%
Sometimes	7.7%

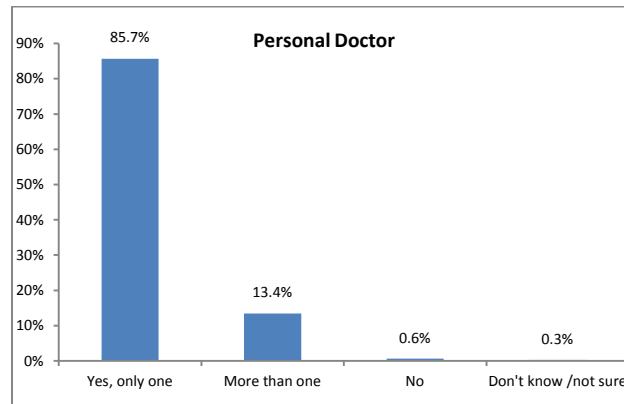


Health: Individuals have the best possible health

Survey Question 63: (n=352)

Do you have one person you think of as your personal doctor or health care provider?

Answer	Percentage
Yes, only one	85.7%
More than one	13.4%
No	0.6%
Don't know /not sure	0.3%



Survey Question 67& 68: (n=288)

How much do you weigh without shoes? How tall are you without shoes?

Body Mass Index (BMI) is a way to estimate an individual's relative body fat. It measures the relationship between weight and height. The BMI is grouped into Underweight, Normal, Overweight and Obese categories. If your BMI is too high, you are at an increasing risk for many health problems.

Answer	Percentage
Under weight	4.2%
Normal	21.9%
Over weight	27.1%
Obese	46.9%

Louisiana's 2008 BRFSS results for the population overall was 27.6% compared to that of the EDA population at 46.9%. This appears to be a major problem among waiver participants and is important due to potentially higher risks obesity can have on many chronic illnesses such as type 2 diabetes, and coronary heart disease. The results showed some disparity among gender, fifty-eight percent of female EDA participants reported they are obese compared to almost forty-three percent of male participants.

Survey Question 64: (n=352)

How long has it been since you last visited a doctor for a routine checkup? A routine check-up is a general physical exam, not an exam for a specific injury, illness or condition.

Answer	Percentage
Within past year	96.3%
Within past 2 years	3.1%
More than 2 years	0.6%

Survey Question 65: (n=352)

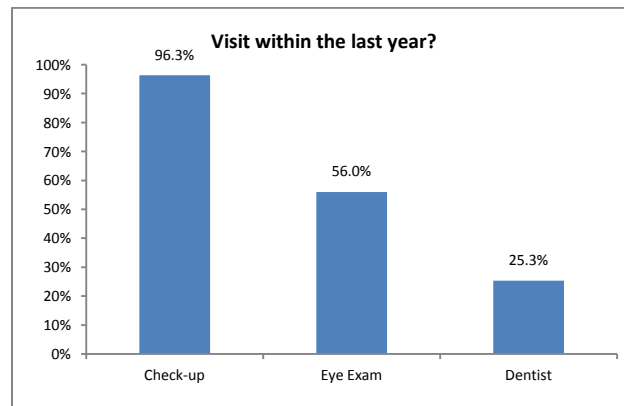
When was the last time you had your eyes examined by any doctor or eye care provider?

Answer	Percentage
Within past year	56.0%
Within past 2 years	11.6%
More than 2 years	31.8%
Never	0.6%

Survey Question 66: (n=352)

How long has it been since you visited a dentist or dental clinic for any reason? Include visits to dental specialists or orthodontists?

Answer	Percentage
Within past year	25.3%
Within past 2 years	11.4%
More than 2 years	62.5%
Never/not sure	0.9%



Survey Question 69 (only for women): (n=258)

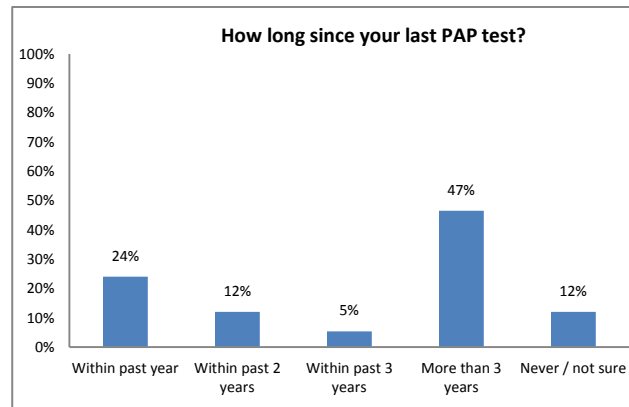
A Pap test is a test for cancer of the cervix. Have you ever had a Pap test?

Answer	Percentage
Yes	88.8%
No	7.8%
Unsure	3.5%

Survey Question 70: (n=258)

How long has it been since your last PAP test?

Answer	Percentage
Within past year	24.0%
Within past 2 years	12.0%
Within past 3 years	5.5%
More than 3 years	46.5%
Never / not sure	12.0%



Almost forty-two (41.4%) percent EDA women reported having a PAP test within the last 3 years. This result was lower than that of the 2008 BRFSS (74.4%). When limiting the results to only those women 65 and over there was again disparity in the results. BRFSS indicated that 57.2% of Louisiana women age 65 and over have had a PAP screening in the previous 3 years, while only twenty-seven (27%) of EDA women 65 and over reported having one.

Survey Question 71 (only for men aged 40 and older): (n=82)

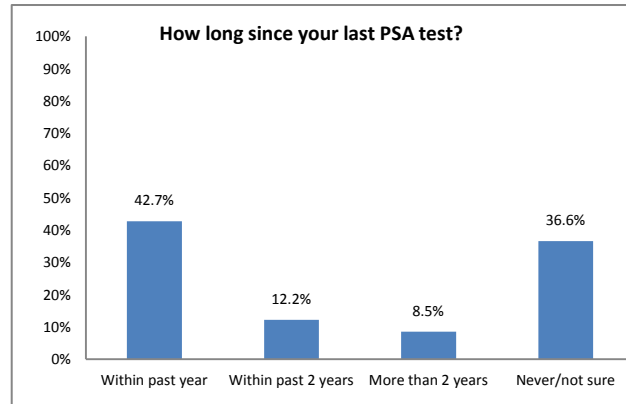
A Prostate-specific Antigen test, also called PSA test, is a blood test used to check men for prostate cancer. Have you ever had a PSA test?

Answer	Percentage
Yes	64.6%
No	23.2%
Unsure	12.2%

Survey Question 72: (n=82)

How long has it been since you had your last PSA test?

Answer	Percentage
Within past year	42.7%
Within past 2 years	12.2%
More than 2 years	8.5%
Never/not sure	36.6%



Fifty-five (55%) percent of EDA men ages 40 and above reported having a PSA test within the last 2 years. This was higher than the results from the 2008 BRFSS (46.9%).

Safety: Exploitation and Abuse by Direct Service Providers

Survey Question 40: (n=350)

Have you ever been injured by any of the people paid to help you now?

Answer	Percentage
Yes	2.0%
No	97.7%
Unsure	0.3%

Survey Question 42: (n=350)

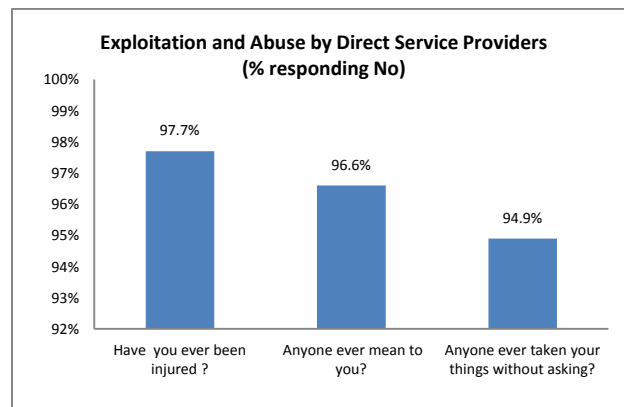
Are any of the people paid to help you now mean to you, or do they yell at you?

Answer	Percentage
Yes	1.4%
No	96.6%
Sometimes	2.0%

Survey Question 44: (n=350)

Have any of the people paid to help you now ever taken your things without asking?

Answer	Percentage
Yes	4.2%
No	94.9%
Unsure	0.9%



Community & Social Connections: Individuals have meaningful relationships and have access to the community

Survey Question 13: (n=351)

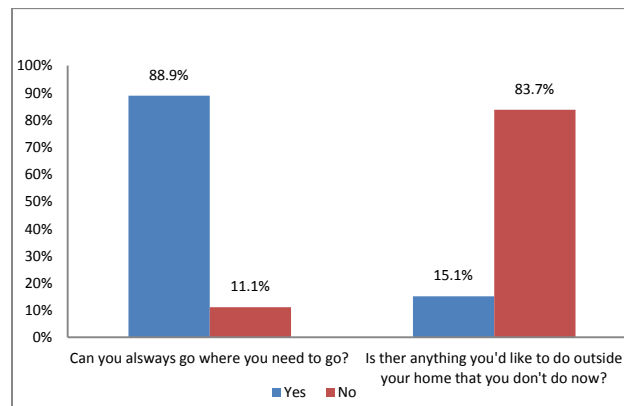
Can you always get to the places you need to go, like work, shopping, the doctor's office, or a friend's house?

Answer	Percentage
Yes	88.9%
No	11.1%

Survey Question 46: (n=344)

Given your current situation and health status, is there anything you want to do outside your home that you don't do now?

Answer	Percentage
Yes	15.1%
No	83.7%
Unsure	1.2%



Survey Question 47: (n=52)

What would you like to do? What do you need to make this happen?

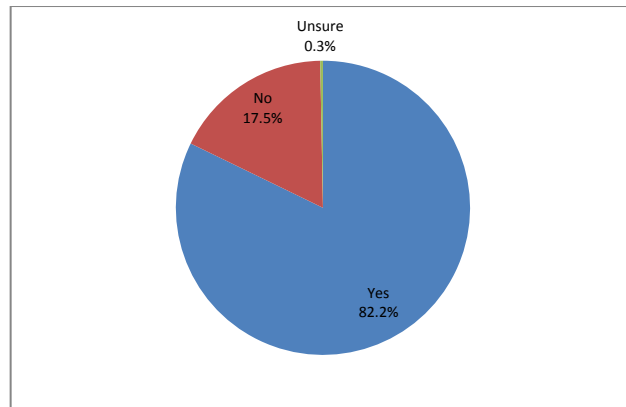
Some respondents wanted to work in the yard or go out more, others were concerned about going to church or going shopping, while others liked to visit friends or family.

Transportation and wheelchair were often responses for how to make this happen.

Survey Question 19: (n=349)

Do you have family, friends or neighbors who help you e.g. with shopping, transportation, or meals?

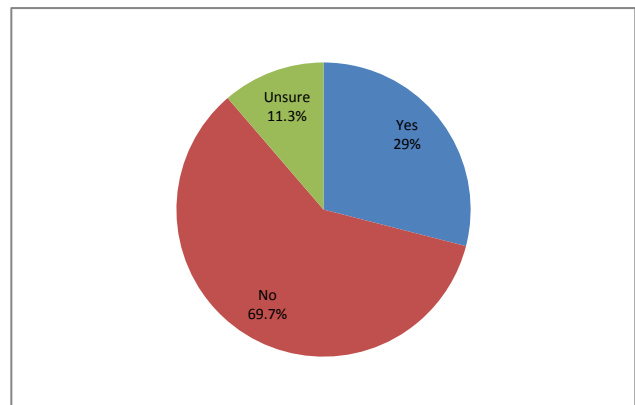
Answer	Percentage
Yes	82.2%
No	17.5%
Unsure	0.3%



Survey Question 20: (n=62)

If not, would you like help from family and friends or neighbors?

Answer	Percentage
Yes	29.0%
No	59.7%
Unsure	11.3%



Employment/Day Supports: Individuals have a choice of employment

Survey Question 48: (n=110)

Are you working right now (under 65 only)?

Answer	Percentage
Yes	3.6%
No	96.4%

Survey Question 52a: (n=104)

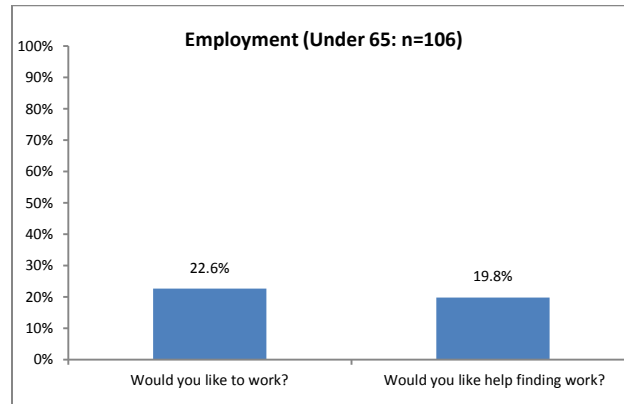
Given your current situation and health status, do you want to work?

Answer	Percentage
Yes	23.0%
No	76.0%
Unsure	1.0%

Survey Question 52b: (n=24)

Would you like help finding work?

Answer	Percentage
Yes	87.5%
No	12.5%



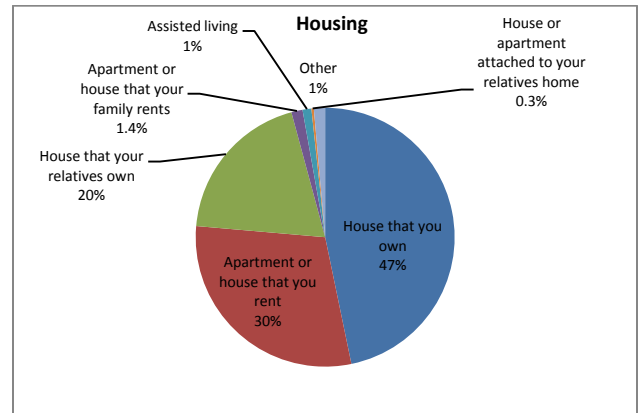
From this series of employment-related questions, 19.8% of those participants under 65 years old would like help finding work.

Housing: Individuals choose where they live

Survey Question 54: (n=351)

What kind of housing do you live in?

Answer	Percentage
House that you own	46.7%
Apartment or house that you rent	29.6%
House that your relatives own	19.4%
Apartment or house that your family rents	1.4%
Assisted living	1.1%
House or apartment attached to your relatives home	0.3%
Other	1.4%



Survey Question 55: (n=352)

Are you living in your preferred housing arrangement?

Answer	Percentage
Yes	94.9%
No	5.1%

Survey Question Q56: (n=13)

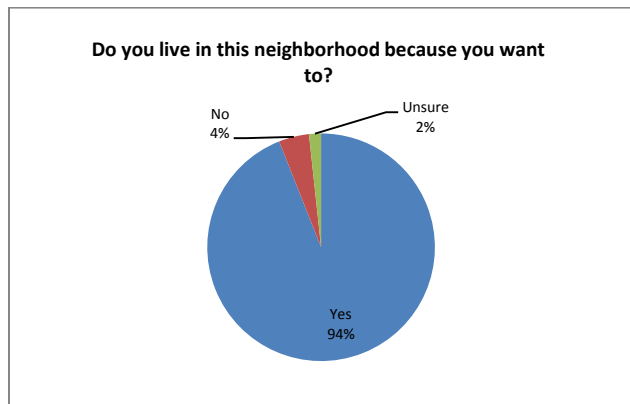
If not, what kind of housing would you prefer?

Answer	Percentage
House that you own	76.9%
Apartment or house that you rent	7.7%
Assisted living	7.7%
House that your relatives own	7.7%

Survey Question 62: (n=350)

Do you live in this neighborhood because you want to?

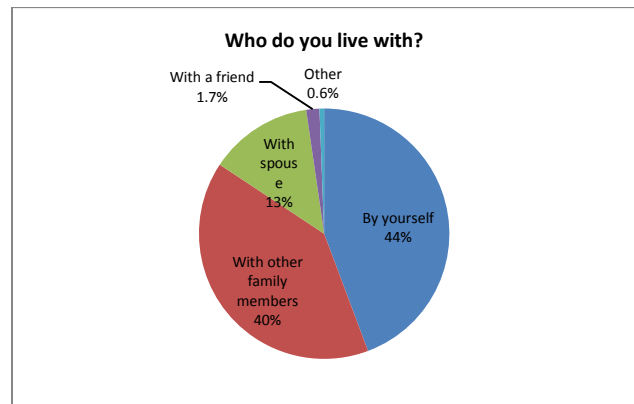
Answer	Percentage
Yes	94.0%
No	4.3%
Unsure	1.7%



Survey Question 57a: (n=352)

Who do you live with now?

Answer	Percentage
By yourself	44.3%
With other family members	40.0%
With spouse	13.4%
With a friend	1.7%
Other	0.6%



Survey Question 57b: (n=156)

If living by yourself, do you prefer to live by yourself?

Answer	Percentage
Yes	94.2%
No	5.8%

Survey Question 58: (n=189)

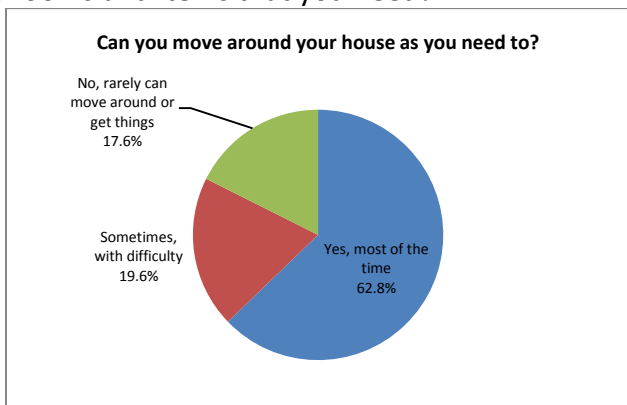
If living with others, do you live with people you prefer to live with?

Answer	Percentage
Yes	96.8%
No	3.2%

Survey Question 60: (n=352)

Can you move around your house and get to the rooms and items that you need?

Answer	Percentage
Yes, most of the time	62.8%
Sometimes, with difficulty	19.6%
No, rarely can move around or get things	17.6%



Survey Question 61: (n=352)

What do you not have that would help you (either in terms of equipment or home modifications) move around your house more easily or get items that you need?
(The total percentage is larger than 100%, because of multiple answers.)

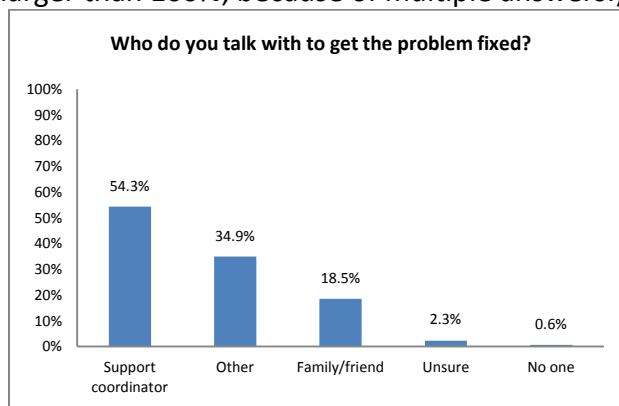
Answer	Percentage
None of the above	65%
Other	14%
Wider doorways	10%
Chairlift, ramp, or elevator	9%
An entrance with no stairs	5%
Different bed	5%
Better handles on doors and faucets	5%
Stair rails on both sides of stairways or steps	3%
Better lighting	3%
Walker/cane	2%
Bathroom on first floor	1%

Rights, Responsibilities and Risk: Individuals have and exercise their rights

Survey Question 32: (n=352)

If there is something wrong with the help you are getting, who do you talk with to get the problem fixed? (The total percentage is larger than 100%, because of multiple answers.)

Answer	Percentage
Support coordinator	54.3%
Other	34.1%
Family/friend	18.5%
Unsure	2.3%
No one	0.6%



Survey Question 33: (n=350)

Do you know who to call to make a formal complaint?

Answer	Percentage
Yes	74%
Unsure	14%
No	12%

If yes, who? Participants often responded with the Support Coordinator.

Conclusion

The Office of Aging and Adult Services (OAAS) would like to thank all of the recipients that participated in this survey. It is the goal of OAAS to develop and provide services that offer meaningful choices for persons in need of long term care. We are committed to developing a system that provides choice, ensures quality, and meets the needs of consumers and caregivers. The findings from the survey are vital to meeting these goals. This report can inform administrators of the areas that are working well and of those that need improvements.

The survey results showed that 95.7% reported that these services include things that are important to them. Ninety-five (95.4%) percent of those sampled reported that they are satisfied or very satisfied with their support coordinator. Ninety-one percent (91.4%) reported that the personal care worker does things the way they want them done and 95.1% report that the worker treats them respectfully.

Some areas for improvement are visible as well. Twelve (12.2%) percent have experienced times where they could not perform a personal task because no one was there to help them. Less than fifty percent (49.6%) report that their support coordinator has discussed special equipment or home modifications with them. In the area of health, only 25.3% of those interviewed reported that they have seen a dentist in the past year. Finally, only 74% reported that they knew who to call to make a formal complaint.

One interesting finding from the survey was that 28% of participants indicated an interest in a consumer directed option. Consumer direction is a program that allows the participant to choose their own worker; this could be a family member or a friend. The participant would interview and train the worker, agree on a payment rate and set the hours for them to come into their home. This is in contrast to a traditional agency model where the provider agency hires someone and sends them to the participant's home.

The purpose of this survey was to find out about the experiences of those receiving services through the EDA waiver. This is the second consumer survey for this waiver program and has provided a wealth of information to the OAAS.